

Enterprise Incident Report January 2012

As of 2/23/2012

Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution					
			Critical	High	Low	Medium	FCR Total	
Public Safety	Application Services	Martin Gonzalez	0 0	0 0	1 1	0 0	1 1	
		Tony Larsen	0 0	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	0 0	2 1	0 0	2 1	
		Application Support	Mike Sadler	1 0	0 0	0 0	0 0	1 0
			Assigned to Individual Total	1 0	0 0	0 0	0 0	1 0
			Capitol Desktop Support	Tom Hanson	0 0	0 0	12 12	0 0
	Assigned to Individual Total	0 0		0 0	12 12	0 0	12 12	
	Capitol Hosting	Conn Peterson		0 0	1 0	0 0	0 0	1 0
		Curtis Parker	0 0	6 0	0 0	2 0	8 0	
		Dale Hicks	0 0	1 0	0 0	0 0	1 0	
		Joe Benson	0 0	7 0	0 0	0 0	7 0	

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Public Safety

			Critical	High	Low	Medium	FCR Total
Public Safety	Capitol Hosting	Matt Dunlap	0 0	1 0	1 0	0 0	2 0
		Mike Tyrrell	1 0	4 0	5 0	2 0	12 0
		Patrick Funk	0 0	2 0	1 0	0 0	3 0
		Assigned to Individual Total	1 0	22 0	7 0	4 0	34 0
	Help Desk	Brenda Treadway	0 0	0 0	5 4	0 0	5 4
		Eileen Dubach	0 0	0 0	2 2	0 0	2 2
		James Stearns	0 0	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	0 0	2 2	0 0	2 2
		None	0 0	0 0	1 1	0 0	1 1
		Sarah Johnson	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	0 0	15 13	0 0	15 13
	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1

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Public Safety

			Critical	High	Low	Medium	FCR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0	0	140	0	140
			0	0	140	0	140
		Torrens Arnold	0	0	96	0	96
			0	0	91	0	91
	Assigned to Individual Total		0	0	236	0	236
			0	0	231	0	231
	Metro C Hosting	Scott Gabbert	2	0	1	0	3
			0	0	0	0	0
		Assigned to Individual Total	2	0	1	0	3
			0	0	0	0	0
	Metro C West Desktop Support	Bill Hall	0	0	98	0	98
			0	0	49	0	49
		Brian Bobo	0	0	10	0	10
			0	0	10	0	10
		Jared B Jensen	0	0	3	0	3
			0	0	3	0	3
		Tyson Wall	0	0	14	0	14
			0	0	14	0	14
	Assigned to Individual Total		0	0	125	0	125
			0	0	76	0	76
	Metro D Help Desk	Doug Brown	0	0	1	0	1
			0	0	1	0	1
		Jed Patrick	0	0	1	0	1
			0	0	1	0	1
	Assigned to Individual Total		0	0	2	0	2
			0	0	2	0	2
	Network Operations	Brian Chatwin	0	0	4	0	4
			0	0	4	0	4

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Public Safety

			Critical	High	Low	Medium	FCR Total
Public Safety	Network Operations	J. L. Flack	0	0	5	0	5
			0	0	5	0	5
	Network Operations	Assigned to Individual Total	0	0	9	0	9
			0	0	9	0	9
	Rural Central Desktop Support	Gerald Adams	0	0	6	0	6
			0	0	4	0	4
	Rural Central Desktop Support	Assigned to Individual Total	0	0	6	0	6
			0	0	4	0	4
	Rural North Desktop Support	Lori Hartzell	0	0	1	0	1
			0	0	1	0	1
		Neil Smedley	0	0	1	0	1
			0	0	0	0	0
	Rural North Desktop Support	Ryan Casey	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	3	0	3
			0	0	2	0	2
	Strategic Communications	Luis Larios	0	0	1	0	1
			0	0	0	0	0
	Strategic Communications	Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Voice Operations	Romanza Hamblin	0	0	6	0	6
			0	0	4	0	4
	Voice Operations	Assigned to Individual Total	0	0	6	0	6
			0	0	4	0	4
	Voice/Data/WAN Services	Jana Gunnell	0	0	1	0	1
			0	0	0	0	0
	Voice/Data/WAN Services	Spencer Blodgett	0	0	1	0	1
			0	0	0	0	0

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Public Safety

			Critical	High	Low	Medium	FCR Total
Public Safety	Voice/Data/WAN Services	T Artis	0	0	1	0	1
			0	0	0	0	0
	Assigned to Individual Total	0	0	3	0	3	
		0	0	0	0	0	
Assigned Group Total			4	22	429	4	459
			0	0	355	0	355
Customer Company Total			4	22	429	4	459
			0	0	355	0	355

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Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Initial Response				
			Critical	High	Low	Medium	MIR Total
Public Safety	Application Services	Martin Gonzalez	0 0	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	2 2	0 0	2 2
	Application Support	Mike Sadler	1 1	0 0	0 0	0 0	1 1
		Assigned to Individual Total	1 1	0 0	0 0	0 0	1 1
	Capitol Desktop Support	Tom Hanson	0 0	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	0 0	12 0	0 0	12 0
	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	0 0	1 0
		Curtis Parker	0 0	6 1	0 0	2 0	8 1
		Dale Hicks	0 0	1 0	0 0	0 0	1 0
		Joe Benson	0 0	7 0	0 0	0 0	7 0

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Public Safety

			Critical	High	Low	Medium	MIR Total
Public Safety	Capitol Hosting	Matt Dunlap	0 0	1 0	1 0	0 0	2 0
		Mike Tyrrell	1 1	4 0	5 1	2 0	12 2
		Patrick Funk	0 0	2 0	1 0	0 0	3 0
		Assigned to Individual Total	1 1	22 1	7 1	4 0	34 3
	Help Desk	Brenda Treadway	0 0	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	0 0	2 0	0 0	2 0
		James Stearns	0 0	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	0 0	2 0	0 0	2 0
		None	0 0	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	15 0	0 0	15 0
	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0

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Public Safety

			Critical	High	Low	Medium	MIR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0	0 0	140 0	0 0	140 0
		Torrens Arnold	0 0	0 0	96 2	0 0	96 2
		Assigned to Individual Total	0 0	0 0	236 2	0 0	236 2
	Metro C Hosting	Scott Gabbert	2 0	0 0	1 0	0 0	3 0
		Assigned to Individual Total	2 0	0 0	1 0	0 0	3 0
	Metro C West Desktop Support	Bill Hall	0 0	0 0	98 0	0 0	98 0
		Brian Bobo	0 0	0 0	10 0	0 0	10 0
		Jared B Jensen	0 0	0 0	3 0	0 0	3 0
		Tyson Wall	0 0	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	0 0	125 0	0 0	125 0
	Metro D Help Desk	Doug Brown	0 0	0 0	1 0	0 0	1 0
		Jed Patrick	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Network Operations	Brian Chatwin	0 0	0 0	4 0	0 0	4 0

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Public Safety

			Critical	High	Low	Medium	MIR Total
Public Safety	Network Operations	J. L. Flack	0 0	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	0 0	9 0	0 0	9 0
	Rural Central Desktop Support	Gerald Adams	0 0	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0
	Rural North Desktop Support	Lori Hartzell	0 0	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	0 0	1 0	0 0	1 0
		Ryan Casey	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Strategic Communications	Luis Larios	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Voice Operations	Romanza Hamblin	0 0	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0
	Voice/Data/WAN Services	Jana Gunnell	0 0	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	0 0	1 1	0 0	1 1

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Public Safety

			Critical	High	Low	Medium	MIR Total
Public Safety	Voice/Data/WAN Services	T Artis	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	3	0	3
			0	0	2	0	2
	Assigned Group Total		4	22	429	4	459
			2	1	8	0	11
Customer Company Total			4	22	429	4	459
			2	1	8	0	11

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Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours				
			Critical	High	Low	Medium	ATTIR Total
Public Safety	Application Services	Martin Gonzalez	0 0.00	0 0.00	1 1.94	0 0.00	1 1.94
		Tony Larsen	0 0.00	0 0.00	1 1.42	0 0.00	1 1.42
		Assigned to Individual Total	0 0.00	0 0.00	2 1.68	0 0.00	2 1.68
	Application Support	Mike Sadler	1 0.69	0 0.00	0 0.00	0 0.00	1 0.69
		Assigned to Individual Total	1 0.69	0 0.00	0 0.00	0 0.00	1 0.69
	Capitol Desktop Support	Tom Hanson	0 0.00	0 0.00	12 0.13	0 0.00	12 0.13
		Assigned to Individual Total	0 0.00	0 0.00	12 0.13	0 0.00	12 0.13
	Capitol Hosting	Conn Peterson	0 0.00	1 0.40	0 0.00	0 0.00	1 0.40
		Curtis Parker	0 0.00	6 0.38	0 0.00	2 0.00	8 0.28
		Dale Hicks	0 0.00	1 0.09	0 0.00	0 0.00	1 0.09
		Joe Benson	0 0.00	7 0.18	0 0.00	0 0.00	7 0.18

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			Critical	High	Low	Medium	ATTIR Total
Public Safety	Capitol Hosting	Matt Dunlap	0 0.00	1 0.08	1 0.36	0 0.00	2 0.22
		Mike Tyrrell	1 0.70	4 0.46	5 0.44	2 0.37	12 0.46
		Patrick Funk	0 0.00	2 0.13	1 0.16	0 0.00	3 0.14
		Assigned to Individual Total	1 0.70	22 0.28	7 0.39	4 0.19	34 0.31
	Help Desk	Brenda Treadway	0 0.00	0 0.00	5 0.16	0 0.00	5 0.16
		Eileen Dubach	0 0.00	0 0.00	2 0.28	0 0.00	2 0.28
		James Stearns	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	0 0.00	2 0.06	0 0.00	2 0.06
		None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	0 0.00	1 0.26	0 0.00	1 0.26
		Vicky Marrelli	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	0 0.00	15 0.11	0 0.00	15 0.11
	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	0 0.00	1 0.61	0 0.00	1 0.61

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Public Safety

			Critical	High	Low	Medium	ATTIR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0.00	0 0.00	140 0.00	0 0.00	140 0.00
		Torrens Arnold	0 0.00	0 0.00	96 0.05	0 0.00	96 0.05
		Assigned to Individual Total	0 0.00	0 0.00	236 0.02	0 0.00	236 0.02
	Metro C Hosting	Scott Gabbert	2 0.31	0 0.00	1 0.05	0 0.00	3 0.22
		Assigned to Individual Total	2 0.31	0 0.00	1 0.05	0 0.00	3 0.22
	Metro C West Desktop Support	Bill Hall	0 0.00	0 0.00	98 0.01	0 0.00	98 0.01
		Brian Bobo	0 0.00	0 0.00	10 0.00	0 0.00	10 0.00
		Jared B Jensen	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Tyson Wall	0 0.00	0 0.00	14 0.00	0 0.00	14 0.00
		Assigned to Individual Total	0 0.00	0 0.00	125 0.00	0 0.00	125 0.00
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Jed Patrick	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00

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			Critical	High	Low	Medium	ATTIR Total
Public Safety	Network Operations	J. L. Flack	0 0.00	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	0 0.00	9 0.00	0 0.00	9 0.00
	Rural Central Desktop Support	Gerald Adams	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00
		Assigned to Individual Total	0 0.00	0 0.00	6 0.00	0 0.00	6 0.00
	Rural North Desktop Support	Lori Hartzell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Neil Smedley	0 0.00	0 0.00	1 0.41	0 0.00	1 0.41
		Ryan Casey	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	3 0.14	0 0.00	3 0.14
	Strategic Communications	Luis Larios	0 0.00	0 0.00	1 1.13	0 0.00	1 1.13
		Assigned to Individual Total	0 0.00	0 0.00	1 1.13	0 0.00	1 1.13
	Voice Operations	Romanza Hamblin	0 0.00	0 0.00	6 0.21	0 0.00	6 0.21
		Assigned to Individual Total	0 0.00	0 0.00	6 0.21	0 0.00	6 0.21
	Voice/Data/WAN Services	Jana Gunnell	0 0.00	0 0.00	1 0.57	0 0.00	1 0.57
		Spencer Blodgett	0 0.00	0 0.00	1 1.17	0 0.00	1 1.17

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			Critical	High	Low	Medium	ATTIR Total
Public Safety	Voice/Data/WAN Services	T Artis	0 0.00	0 0.00	1 1.26	0 0.00	1 1.26
		Assigned to Individual Total	0 0.00	0 0.00	3 1.00	0 0.00	3 1.00
	Assigned Group Total		4 0.50	22 0.28	429 0.05	4 0.19	459 0.07
Customer Company Total			4 0.50	22 0.28	429 0.05	4 0.19	459 0.07

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Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
Public Safety	Application Services	Martin Gonzalez	0 0	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 1	0 0	2 1
	Application Support	Mike Sadler	1 0	0 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	0 0	1 0
	Capitol Desktop Support	Tom Hanson	0 0	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	0 0	12 0	0 0	12 0
	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	0 0	1 0
		Curtis Parker	0 0	6 1	0 0	2 0	8 1
		Dale Hicks	0 0	1 0	0 0	0 0	1 0
		Joe Benson	0 0	7 0	0 0	0 0	7 0

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Public Safety

			Critical	High	Low	Medium	MR Total
Public Safety	Capitol Hosting	Matt Dunlap	0 0	1 0	1 0	0 0	2 0
		Mike Tyrrell	1 0	4 0	5 0	2 0	12 0
		Patrick Funk	0 0	2 0	1 0	0 0	3 0
		Assigned to Individual Total	1 0	22 1	7 0	4 0	34 1
	Help Desk	Brenda Treadway	0 0	0 0	5 0	0 0	5 0
		Eileen Dubach	0 0	0 0	2 0	0 0	2 0
		James Stearns	0 0	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	0 0	2 0	0 0	2 0
		None	0 0	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	15 0	0 0	15 0
	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0

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Public Safety

			Critical	High	Low	Medium	MR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0	0 0	140 0	0 0	140 0
		Torrens Arnold	0 0	0 0	96 1	0 0	96 1
		Assigned to Individual Total	0 0	0 0	236 1	0 0	236 1
	Metro C Hosting	Scott Gabbert	2 0	0 0	1 0	0 0	3 0
		Assigned to Individual Total	2 0	0 0	1 0	0 0	3 0
	Metro C West Desktop Support	Bill Hall	0 0	0 0	98 1	0 0	98 1
		Brian Bobo	0 0	0 0	10 0	0 0	10 0
		Jared B Jensen	0 0	0 0	3 0	0 0	3 0
		Tyson Wall	0 0	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	0 0	125 1	0 0	125 1
	Metro D Help Desk	Doug Brown	0 0	0 0	1 0	0 0	1 0
		Jed Patrick	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Network Operations	Brian Chatwin	0 0	0 0	4 0	0 0	4 0

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			Critical	High	Low	Medium	MR Total
Public Safety	Network Operations	J. L. Flack	0 0	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	0 0	9 0	0 0	9 0
	Rural Central Desktop Support	Gerald Adams	0 0	0 0	6 1	0 0	6 1
		Assigned to Individual Total	0 0	0 0	6 1	0 0	6 1
	Rural North Desktop Support	Lori Hartzell	0 0	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	0 0	1 0	0 0	1 0
		Ryan Casey	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Strategic Communications	Luis Larios	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Voice Operations	Romanza Hamblin	0 0	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	0 0	6 0	0 0	6 0
	Voice/Data/WAN Services	Jana Gunnell	0 0	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	MR Total
Public Safety	Voice/Data/WAN Services	T Artis	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	0 0	3 0
	Assigned Group Total		4 0	22 1	429 5	4 0	459 6
Customer Company Total			4 0	22 1	429 5	4 0	459 6

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Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours				
			Critical	High	Low	Medium	ATTR Total
Public Safety	Application Services	Martin Gonzalez	0 0.00	0 0.00	1 79.14	0 0.00	1 79.14
		Tony Larsen	0 0.00	0 0.00	1 1.42	0 0.00	1 1.42
		Assigned to Individual Total	0 0.00	0 0.00	2 40.28	0 0.00	2 40.28
	Application Support	Mike Sadler	1 0.69	0 0.00	0 0.00	0 0.00	1 0.69
		Assigned to Individual Total	1 0.69	0 0.00	0 0.00	0 0.00	1 0.69
	Capitol Desktop Support	Tom Hanson	0 0.00	0 0.00	12 2.13	0 0.00	12 2.13
		Assigned to Individual Total	0 0.00	0 0.00	12 2.13	0 0.00	12 2.13
	Capitol Hosting	Conn Peterson	0 0.00	1 0.40	0 0.00	0 0.00	1 0.40
		Curtis Parker	0 0.00	6 2.29	0 0.00	2 0.00	8 1.72
		Dale Hicks	0 0.00	1 0.40	0 0.00	0 0.00	1 0.40
		Joe Benson	0 0.00	7 0.45	0 0.00	0 0.00	7 0.45

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Public Safety

			Critical	High	Low	Medium	ATTR Total
Public Safety	Capitol Hosting	Matt Dunlap	0 0.00	1 0.14	1 0.36	0 0.00	2 0.25
		Mike Tyrrell	1 0.70	4 0.97	5 0.45	2 0.51	12 0.66
		Patrick Funk	0 0.00	2 0.48	1 0.16	0 0.00	3 0.37
		Assigned to Individual Total	1 0.70	22 1.03	7 0.39	4 0.26	34 0.80
	Help Desk	Brenda Treadway	0 0.00	0 0.00	5 0.16	0 0.00	5 0.16
		Eileen Dubach	0 0.00	0 0.00	2 0.28	0 0.00	2 0.28
		James Stearns	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	0 0.00	2 0.40	0 0.00	2 0.40
		None	0 0.00	0 0.00	1 5.75	0 0.00	1 5.75
		Sarah Johnson	0 0.00	0 0.00	1 0.71	0 0.00	1 0.71
		Vicky Marrelli	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	0 0.00	15 0.57	0 0.00	15 0.57
	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	0 0.00	0 0.00	1 0.61	0 0.00	1 0.61

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Public Safety

			Critical	High	Low	Medium	ATTR Total
Public Safety	Metro C Help Desk	Cindy Romrell	0 0.00	0 0.00	140 0.00	0 0.00	140 0.00
		Torrens Arnold	0 0.00	0 0.00	96 0.62	0 0.00	96 0.62
		Assigned to Individual Total	0 0.00	0 0.00	236 0.25	0 0.00	236 0.25
	Metro C Hosting	Scott Gabbert	2 0.41	0 0.00	1 0.48	0 0.00	3 0.44
		Assigned to Individual Total	2 0.41	0 0.00	1 0.48	0 0.00	3 0.44
	Metro C West Desktop Support	Bill Hall	0 0.00	0 0.00	98 0.85	0 0.00	98 0.85
		Brian Bobo	0 0.00	0 0.00	10 0.00	0 0.00	10 0.00
		Jared B Jensen	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Tyson Wall	0 0.00	0 0.00	14 0.20	0 0.00	14 0.20
		Assigned to Individual Total	0 0.00	0 0.00	125 0.69	0 0.00	125 0.69
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Jed Patrick	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00

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Public Safety

			Critical	High	Low	Medium	ATTR Total
Public Safety	Network Operations	J. L. Flack	0 0.00	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	0 0.00	9 0.00	0 0.00	9 0.00
	Rural Central Desktop Support	Gerald Adams	0 0.00	0 0.00	6 2.80	0 0.00	6 2.80
		Assigned to Individual Total	0 0.00	0 0.00	6 2.80	0 0.00	6 2.80
	Rural North Desktop Support	Lori Hartzell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Neil Smedley	0 0.00	0 0.00	1 0.48	0 0.00	1 0.48
		Ryan Casey	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	3 0.16	0 0.00	3 0.16
	Strategic Communications	Luis Larios	0 0.00	0 0.00	1 6.09	0 0.00	1 6.09
		Assigned to Individual Total	0 0.00	0 0.00	1 6.09	0 0.00	1 6.09
	Voice Operations	Romanza Hamblin	0 0.00	0 0.00	6 0.57	0 0.00	6 0.57
		Assigned to Individual Total	0 0.00	0 0.00	6 0.57	0 0.00	6 0.57
	Voice/Data/WAN Services	Jana Gunnell	0 0.00	0 0.00	1 0.57	0 0.00	1 0.57
		Spencer Blodgett	0 0.00	0 0.00	1 1.17	0 0.00	1 1.17

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Public Safety

			Critical	High	Low	Medium	ATTR Total
Public Safety	Voice/Data/WAN Services	T Artis	0 0.00	0 0.00	1 1.26	0 0.00	1 1.26
		Assigned to Individual Total	0 0.00	0 0.00	3 1.00	0 0.00	3 1.00
	Assigned Group Total		4 0.55	22 1.03	429 0.69	4 0.26	459 0.70
Customer Company Total			4 0.55	22 1.03	429 0.69	4 0.26	459 0.70

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Detail

INC000000428932	Susan M Thomas	None	None	None		TIR Missed: No	0.57
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	4.52
INC000000437824	Todd Royce	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000437958	Colby Jensen	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000437960	Todd Royce	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000437988	Ben Cox	Application	Error	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438063	Scott Pruden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.69
INC000000438092	Lynn Schultz	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438093	Pam Jorgenson	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438094	Alan Dawes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438095	Bunny Gooch	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438099	Bunny Gooch	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438105	Alan Nygard	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438204	Sam Peck	Network	Error	Commercial Drivers License		TIR Missed: No	0.16
	Capitol Hosting	Patrick Funk	Public Safety	Low	Closed	TTR Missed: No	0.16
INC000000438338	Michael Irvine	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.40
INC000000438400	Lynn Schultz	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438418	Stan Robins	Application	Password	Utah Master Directory		TIR Missed: No	0.78
	Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.78

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INC000000438424	Ronda Nottoli	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438429	Lindy Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438433	Elisha Wilson	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438445	Brian Redd	None	None	Microsoft Windows 7		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	2.85
INC000000438450	Nathan Haynes	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.10
INC000000438511	Mercadez Barrett	Application	Reporting	Utah Highway Patrol Mobile App		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.24
INC000000438535	Marge Dalton	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438634	Trisha Solvason	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438635	Brett Christensen	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.48
INC000000438638	Jacob Cox	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.20
INC000000438854	Chris Turley	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.09
INC000000438874	Tony Wilde	PC/Laptop	Error	None		TIR Missed: No	0.30
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.47
INC000000438879	Sharon Harward	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438880	Teri Carter	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438883	Pam Jorgenson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438891	Elsha Gallegos	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438893	Carolee Ulrich	Application	Password	Utah Master Directory		TIR Missed: No	0.34
	Help Desk	Eileen Dubach	Public Safety	Low	Closed	TTR Missed: No	0.34

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INC000000438896	Tom Worner	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000438993	Mike Adams	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.95
INC000000439032	Joshua Porter	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.57
INC000000439048	Shane Keisel	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.52
INC000000439069	Melanie Monroe	None	None	Microsoft Office XP Professiona		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439070	Marge Dalton	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439116	Keith Squires	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439126	Bill Parkin	None	None	None		TIR Missed: No	0.10
	Capitol Hosting	Patrick Funk	Public Safety	High	Closed	TTR Missed: No	0.35
INC000000439172	Dana Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439185	John Holt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439250	Teri Phillipps	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439403	Gene Busby	PC/Laptop	Error	None		TIR Missed: No	0.21
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	5.69
INC000000439410	Brian Redd	Application	Password	Novell GroupWise		TIR Missed: No	0.17
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.17
INC000000439459	Jason Chapman	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439487	Liz Powell	EIS Hardware	None	None		TIR Missed: Yes	1.13
	Strategic Communications	Luis Larios	Public Safety	Low	Closed	TTR Missed: Yes	6.09
INC000000439516	Dave Tafoya	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439518	Michelle Harward	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000439527	Jessica Steele	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439626	Jennifer McNair	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439675	John Holt	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439677	Teri Phillipps	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439681	Carla Ivie	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439682	Debbie Darger	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439685	Teri Phillipps	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439686	Todd Royce	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.39
INC000000439689	Liz Powell	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439690	John Gerlits	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439805	Randall Akers	Network	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.23
INC000000439807	Nathan Haynes	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.20
INC000000439814	Mayland Layton	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439823	Alex Williams	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.13
INC000000439942	Debbie Moleni	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439944	Marc Atkinson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000439945	Marc Atkinson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000439946	Jill Fraughton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000439948	John Holt	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000439949	Letisha Garrick	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000439950	Wendell Nope	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000439951	Jackie Barber	Network	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000439954	Melanie Monroe	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000439959	Kathy Facer	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000439972	Sharon Harward	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000439974	Patty Trujillo	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000440177	Oliver Moore	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000440183	Della Estrada	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000440192	Brenda Barry	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000440239	Jennifer McNair	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000440594	Katherine Harris	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin	Public Safety	Low Closed	TTR Missed: No	0.21
INC000000440646	Dave Tafoya	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000440998	Todd Royce	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.90
INC000000441043	Nolan Mitchell	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000441045	Ken Miles	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441046	Lynda Bishop	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441081	Brad Horne	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.23
INC000000441093	Trisha Solvason	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441123	Bill Stuewe	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441187	Peggy Jacobsen	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441189	Todd Kreitzer	Network	Error	Mozilla Firefox		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441423	Debbie Clark	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441488	Kay Williams	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441518	Chad Bohman	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.79
INC000000441564	Bruce Call	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441605	Jeanette Lopez	Server	None	None		TIR Missed: No	0.36
	Capitol Hosting	Matt Dunlap	Public Safety	Low	Closed	TTR Missed: No	0.36
INC000000441628	Spencer Duke	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000441629	Steve Marble	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000441673	Ann Donahue	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441676	Craig Ward	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441693	Troy Denney	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000441694	Colby Jensen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441700	Stuart Rollins	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441709	John Ely	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441720	Jeff Jones	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441739	Jeanette Lopez	None	None	None		TIR Missed: No	0.17
	Capitol Hosting	Patrick Funk	Public Safety	High	Closed	TTR Missed: No	0.60
INC000000441784	Johna Garner	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000441947	Nadine Taylor	Application	Error	None		TIR Missed: No	0.27
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.43
INC000000441983	Maurine Penrod	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000442010	Christine Green	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000442074	Phillip Waters	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.60
INC000000442078	Jayson McCleve	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.57
INC000000442146	Nicholas Napierski	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.88
INC000000442695	Stephen Bevan	Network	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000442713	Della Estrada	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000442730	Kevin Elmer	PC/Laptop	None	None		TIR Missed: No	0.00
	Help Desk	None	Public Safety	Low	Closed	TTR Missed: No	5.75
INC000000443035	Laurie Hytry	Server	None	None		TIR Missed: Yes	0.70
	Capitol Hosting	Mike Tyrrell	Public Safety	Critical	Closed	TTR Missed: No	0.70
INC000000443160	Bianca Velasquez	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	0.48

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INC000000443316	Nicholas Napierski	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.45
INC000000443446	Jed Crittenden	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443483	Elsie Langi	Application	None	None		TIR Missed: No	0.28
	Metro C Hosting	Scott Gabbert	Public Safety	Critical	Closed	TTR Missed: No	0.48
INC000000443587	Kyleen Hoover	None	None	None		TIR Missed: No	0.46
	Capitol Hosting	Joe Benson	Public Safety	High	Closed	TTR Missed: No	0.50
INC000000443602	Shawn Judd	Application	Error	Novell GroupWise		TIR Missed: Yes	1.94
	Application Services	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: Yes	79.14
INC000000443604	Nathan Haynes	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443608	Robert Cowart	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443670	Geina Foldesi	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443678	Tim Kincaid	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443680	Cheryla Hortin	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443682	Bob Gutierrez	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443683	Treesa Jerman	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443686	Robb Telford	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443708	Stephen Bevan	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443709	Ronda Nottoli	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443712	Kathy S Wilcox	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443716	Charles Collett	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000443728	Andrew Pacejka	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443731	Jeffery Haycock	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443735	Eric A Larson	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443739	Vickie Johnson	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443751	Stacy Debban	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443757	Marrena Kenkel	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443793	Alyssa Moody	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000443843	Jason Hunter	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.38
INC000000444011	Carrie Silcox	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000444012	Kyleen Hoover	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000444014	Marge Dalton	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000444016	Peggy Jacobsen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000444020	Hillary Carlson	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000444087	Kimberly Coulter	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000444236	Bonnie Kunz	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.53
INC000000444240	Tim Kincaid	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.52
INC000000444246	Nolan Kerr	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.46

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INC000000444248	Bonnie Kunz	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.46
INC000000444286	Kevin Wright	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000444299	Toynet Sharp	Application	None	None		TIR Missed: Yes	2.82
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: Yes	52.30
INC000000444319	Elsie Langi	Application	None	None		TIR Missed: Yes	0.69
	Application Support	Mike Sadler	Public Safety	Critical	Closed	TTR Missed: No	0.69
INC000000444322	Elsie Langi	Server	Performance	None		TIR Missed: No	0.34
	Metro C Hosting	Scott Gabbert	Public Safety	Critical	Closed	TTR Missed: No	0.34
INC000000444327	Sandra Reed	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000444565	Teresa Paredes-Pozas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000444609	Marge Dalton	Telecom	None	None		TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin	Public Safety	Low	Closed	TTR Missed: No	0.12
INC000000444681	Ellen Obray	Application	Error	Student Drivers Certificate		TIR Missed: No	0.13
	Capitol Hosting	Mike Tyrrell	Public Safety	High	Closed	TTR Missed: No	2.17
INC000000444758	Michelle Harward	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000444853	Mike Phillips	PC/Laptop	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.27
INC000000445065	Carlynn Canny	Mainframe	None	None		TIR Missed: No	0.61
	Mainframe Systems Support	Greg Shoop	Public Safety	Low	Closed	TTR Missed: No	0.61
INC000000445204	Katharine Ramirez	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445207	Paul Curry	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445210	Leroy Crawford	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445211	Julie Ross	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445215	Jason Robb	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000445219	Barry Carnahan	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445221	Roger Jensen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445224	Valerie Webster	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445226	Teresa Paredes-Pozas	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445227	Holly Andrews	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445238	Marc Atkinson	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445244	Julie Pearson	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445250	Jennifer Donleavy	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445366	Todd Royce	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.22
INC000000445492	John Crofts	Mobile Devices	Error	iPhone		TIR Missed: No	0.26
	Help Desk	Sarah Johnson	Public Safety	Low	Closed	TTR Missed: No	0.71
INC000000445524	Jeff Rowell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.74
INC000000445560	Todd Royce	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: Yes	6.18
INC000000445737	Arlene buhler	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.22
INC000000445851	Josh Workman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.50
INC000000445894	Terry Woodward	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.81
INC000000445920	George hansen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.42
INC000000445925	John Gerlits	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000445926	Sasheen Horne	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445928	Andrea Arnold-Larsen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445929	Lauralee Blue	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445930	Anna Boynton	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445931	Lynda Reinstein	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445938	Kevin Rhoades	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000445961	Sean Obrien	None	None	None		TIR Missed: No	0.67
	Capitol Hosting	Curtis Parker	Public Safety	High	Closed	TTR Missed: No	0.67
INC000000445966	Misty Witkamp	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Public Safety	High	Closed	TTR Missed: No	1.00
INC000000445966	Misty Witkamp	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Public Safety	High	Closed	TTR Missed: No	1.00
INC000000445973	Misty Witkamp	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Public Safety	High	Closed	TTR Missed: No	1.74
INC000000445973	Misty Witkamp	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Public Safety	High	Closed	TTR Missed: No	1.74
INC000000445982	Laurie Hytry	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Public Safety	Medium	Closed	TTR Missed: No	0.00
INC000000446027	Jason Goode	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000446032	Laurie Hytry	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Public Safety	Medium	Closed	TTR Missed: No	0.00
INC000000446048	Elsie Langi	None	None	None		TIR Missed: Yes	1.58
	Capitol Hosting	Curtis Parker	Public Safety	High	Closed	TTR Missed: Yes	7.57
INC000000446058	Kellie Oaks	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000446085	Nathan Wood	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000446092	Brent Pollock	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446121	Kevin Elmer	Application	Password	Utah Master Directory	TIR Missed: No	0.22
	Help Desk	Eileen Dubach	Public Safety	Low Closed	TTR Missed: No	0.22
INC000000446133	Randall Richey	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.90
INC000000446257	Tiffany Gill	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.87
INC000000446296	Della Estrada	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446454	Debbie Clark	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446457	Carla Ivie	Application	None	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446474	Amberlee Neibaur	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446489	Teresa Paredes-Pozas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446496	Ashten Barber	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446514	Rhonda Treptow	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446518	Della Estrada	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446520	Della Estrada	None	None	None	TIR Missed: No	0.41
	Rural North Desktop Support	Neil Smedley	Public Safety	Low Closed	TTR Missed: No	0.48
INC000000446529	Gordon Mortensen	PC/Laptop	Performance	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.62
INC000000446532	Marjean Hansen	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000446575	Michael Funk	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.05
INC000000446657	Mike Loveland	Application	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.98

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INC000000446691	Brad Bartholomew Voice/Data/WAN Services	Telecom T Artis	Voice Mail Public Safety	Telephone Low	Closed	TIR Missed: Yes TTR Missed: No	1.26 1.26
INC000000446697	Denise Gotch Metro C Help Desk	Application Cindy Romrell	Password Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446698	Barry Carnahan Capitol Hosting	Server Mike Tyrrell	Error Public Safety	Utah Criminal Justice Informatio High	Closed	TIR Missed: No TTR Missed: No	0.81 0.81
INC000000446796	Tim Start Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446807	Carla Ivie Voice/Data/WAN Services	Telecom Spencer Blodgett	Hardware Public Safety	Telephone Low	Closed	TIR Missed: Yes TTR Missed: No	1.17 1.17
INC000000446907	Tom Schneider Metro C West Desktop Support	Application Bill Hall	Password Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000446933	Britanie Hurd Application Services	None Tony Larsen	None Public Safety	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.42 1.42
INC000000446939	Britanie Hurd Metro C Help Desk	Application Torrens Arnold	Password Public Safety	DB2 Query Management Facilit Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446941	Ralph Earl Metro C Help Desk	Application Torrens Arnold	Error Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446944	Linda Petty Metro C Help Desk	None Torrens Arnold	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446946	Marge Dalton Metro C Help Desk	Application Torrens Arnold	Error Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446949	Matt Garvey Metro C Help Desk	Application Torrens Arnold	Error Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446951	Jennifer Donleavy Metro C Help Desk	None Torrens Arnold	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446952	Della Estrada Metro C Help Desk	None Torrens Arnold	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000446954	Amanada Yelli Metro C Help Desk	Print/Copy/Scan/Fax Torrens Arnold	Incident Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447020	Bonnie Bennett Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447043	Mark Romrell Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000447076	Britanie Hurd Metro C Help Desk	Application Cindy Romrell	Password Public Safety	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447086	Della Estrada Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447110	Sheri Pectol Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447118	Tara Zamora Metro C Help Desk	Application Cindy Romrell	None Public Safety	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447137	Ashten Barber Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447182	Rosalie Kirk Metro C Help Desk	Application Cindy Romrell	None Public Safety	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447229	Leroy Crawford Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447513	Kathy Main Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447543	Ashten Barber Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447556	Beau Mason Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000447560	Jesse Valenzuela Capitol Desktop Support	None Tom Hanson	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.86
INC000000447646	Nathan Haynes Metro C West Desktop Support	PC/Laptop Bill Hall	Performance Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.43
INC000000447849	Curtis Shields Metro C West Desktop Support	Application Bill Hall	Password Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000447960	Lance Tyler Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448019	Mary Ellen Monroe Metro C West Desktop Support	Print/Copy/Scan/Fax Jared B Jensen	Error Code Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448028	Diane Norton Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448046	Melanie Monroe Metro C West Desktop Support	Application Brian Bobo	Error Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000448160	Colleen Strong Metro C Help Desk	Network Cindy Romrell	None Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448178	Lauralee Blue Voice Operations	Telecom Romanza Hamblin	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.41 0.48
INC000000448277	Tara Zamora Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448480	Barry Carnahan Capitol Hosting	Application Dale Hicks	Error Public Safety	None High	TIR Missed: No TTR Missed: No	0.09 0.40
INC000000448598	Debbie Clark Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448767	Elsie Langi Capitol Hosting	None Joe Benson	None Public Safety	None High	TIR Missed: No TTR Missed: No	0.15 0.33
INC000000448775	Elsie Langi Capitol Hosting	None Joe Benson	None Public Safety	None High	TIR Missed: No TTR Missed: No	0.13 0.24
INC000000448780	Elsie Langi Capitol Hosting	None Joe Benson	None Public Safety	None High	TIR Missed: No TTR Missed: No	0.00 0.89
INC000000448797	Kammon Hiatt Metro C West Desktop Support	Application Bill Hall	Password Public Safety	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448800	Barry Carnahan Capitol Hosting	Application Matt Dunlap	Error Public Safety	None High	TIR Missed: No TTR Missed: No	0.08 0.14
INC000000448829	Linda Allen Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448849	Charles Collett Capitol Hosting	Server Mike Tyrrell	None Public Safety	None Medium	TIR Missed: No TTR Missed: No	0.66 0.93
INC000000448891	Karla Shepherd Metro C Help Desk	Application Cindy Romrell	Password Public Safety	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448923	Shawn Bauman Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000448938	Beatriz Malautea Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000449016	Daniel Huber Metro C West Desktop Support	PC/Laptop Bill Hall	Hardware Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 2.28
INC000000449117	Janet Read Metro C Help Desk	Print/Copy/Scan/Fax Torrens Arnold	None Public Safety	None Low	TIR Missed: Yes TTR Missed: No	1.59 1.59

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INC000000449197	Ken Miles	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449295	Denise Gotch	Application	Password	None		TIR Missed: No	0.16
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.67
INC000000449324	Leroy Crawford	Telecom	None	Telephone		TIR Missed: No	0.57
	Voice/Data/WAN Services	Jana Gunnell	Public Safety	Low	Closed	TTR Missed: No	0.57
INC000000449351	Matt Spillman	PC/Laptop	Virus	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449353	Catherine Huhtala	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449354	Wendell Nope	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449375	Neil Green	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449376	Jeffrey Washburn	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449425	Nathan Croft	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449428	Jeff Nigbur	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449429	Misty Witkamp	None	None	None		TIR Missed: No	0.16
	Capitol Hosting	Joe Benson	Public Safety	High	Closed	TTR Missed: No	0.64
INC000000449453	Joseph Krebs	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449463	Steven Crow	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449517	Eric White	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.24
INC000000449549	John Hubbard	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449597	Barry Carnahan	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000449598	Donna Erickson	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000449615	Andrea Arnold-Larsen	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000449672	Emma Garcia	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000449692	Kaye Leigh Hawkins	Print/Copy/Scan/Fax	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000449727	Leila Billingsley	Application	Password	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	2.30
INC000000449856	Margaret Kettle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000449863	Ryan Gurney	Network	Performance	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.34
INC000000449959	Ryan Longman	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	1.82
INC000000449960	Kammon Hiatt	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.31
INC000000449974	John Ely	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.23
INC000000450093	Glenn Begay	Application	Password	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	2.13
INC000000450102	Marge Dalton	Telecom	Call/Receive	Telephone	TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin	Public Safety	Low Closed	TTR Missed: No	1.58
INC000000450129	Michelle Owen	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000450151	Steve Myer	Storage	Stand Alone	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.42
INC000000450157	Jared Hayes	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.25
INC000000450327	Sean Obrien	None	None	None	TIR Missed: No	0.22
	Capitol Hosting	Joe Benson	Public Safety	High Closed	TTR Missed: No	0.26
INC000000450330	Bill Parkin	None	None	None	TIR Missed: No	0.16
	Capitol Hosting	Joe Benson	Public Safety	High Closed	TTR Missed: No	0.28
INC000000450349	Chad Hatch	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000450350	Terrie Workman	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450351	Anna Boynton	Network	Virus	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450353	Pilar Shortsleeve	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450356	Holly Andrews	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450376	Nolan Mitchell	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450422	Kimberly Giles	PC/Laptop	Error	None		TIR Missed: No	0.67
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	5.55
INC000000450459	Diane Bryant	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.96
INC000000450473	Jack Jessop	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.78
INC000000450480	Judy Ainsworth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.61
INC000000450489	Ted Cartwright	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450517	Chris Rueckert	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450558	Anna Boynton	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450579	Lynda Reinstein	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450594	Maurine Penrod	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.08
INC000000450623	Linda Petty	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450700	Marge Dalton	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450730	Michelle Hunt	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000450758	Debbie Clark	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450776	Miya Finney	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450792	Jacqueline Lairson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450839	Todd Holbrook	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000450916	John Sheets	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.62
INC000000450939	Scott Robertson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.96
INC000000451005	Mike Riley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451007	Marge Dalton	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451011	Scott McDaniel	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451012	Sherri Thorsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451057	Clint Fawson	Application	Reporting	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.49
INC000000451059	Linda Petty	None	None	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451094	Sherri Thorsen	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451110	Coulter Baldes	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451112	Jacob Dunn	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451119	Susan Marshall	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451120	Tiphannie Clark	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000451122	Bill Swearingen	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451126	Barry Carnahan	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451206	Rebecca Clayton	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451253	Jay Watkins	PC/Laptop	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.99
INC000000451282	Britani Flores	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451298	Justin Cloward	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.05
INC000000451336	Della Estrada	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451342	Todd Royce	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.89
INC000000451386	Kim Passey	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451463	Kyleen Hoover	Network	None	None		TIR Missed: Yes	1.10
	Capitol Hosting	Mike Tyrrell	Public Safety	Low	Closed	TTR Missed: No	1.12
INC000000451524	Michelle Bennett	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451568	Nicci Reeves	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451606	Miya Finney	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000451618	Mischelle Robinson	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.13
INC000000451667	Barry Carnahan	Network	None	None		TIR Missed: No	0.71
	Capitol Hosting	Mike Tyrrell	Public Safety	High	Closed	TTR Missed: No	0.71
INC000000451715	Alan Leidig	Telecom	Voice Mail	Telephone		TIR Missed: No	0.38
	Voice Operations	Romanza Hamblin	Public Safety	Low	Closed	TTR Missed: No	0.46
INC000000451772	Kyleen Hoover	Server	Error	None		TIR Missed: No	0.38
	Capitol Hosting	Mike Tyrrell	Public Safety	Low	Closed	TTR Missed: No	0.38

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INC000000451822	Abby Bliss	Print/Copy/Scan/Fax	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451867	Sally Lundgreen	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451898	Mike McKay	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451960	Todd Royce	None	None	None	TIR Missed: No	0.00
	Network Operations	J. L. Flack	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451982	Jaye Larrabee	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451984	Marjean Hansen	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451987	Johna Garner	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451988	Lonna Tait	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451989	Melanie Monroe	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451991	Stephen Bevan	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451993	Mike Wells	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451994	Anne Terry	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451998	Samantha Martin	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000451999	Todd Kreitzer	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000452079	Ralph Earl	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000452084	Vickie Johnson	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000452121	Karen Davis	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000452125	Miya Finney	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452127	Ronda Gundestrup	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452130	Michelle Hunt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452289	Roger Daniels	PC/Laptop	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: Yes	6.10
INC000000452423	James E Wright	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	4.36
INC000000452425	Lynda Reinstein	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452450	Sally Lundgreen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452566	Karl Jensen	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452569	Mark Panos	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452572	Roger Jensen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452574	Karl Jensen	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452596	Todd Royce	None	None	None		TIR Missed: No	0.00
	Network Operations	J. L. Flack	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452620	Bill Bleyl	None	None	None		TIR Missed: No	0.00
	Network Operations	J. L. Flack	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452751	Jennifer Donleavy	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452791	Jared Cornia	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000452795	Kimberly Giles	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.28
INC000000452818	Margaret Pierson	Wireless Connectivity	None	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000452825	Karl Jensen Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452836	Jeff Willmore Metro C West Desktop Support	Application Bill Hall	Error Public Safety	FATPOT Low	TIR Missed: No TTR Missed: No	0.00 2.09
INC000000452918	Judy Hammouri Help Desk	Application Julie VanBeekum	Password Public Safety	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.11 0.32
INC000000452927	Nolan Mitchell Metro C Help Desk	None Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452981	Suzanne Clingman Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000452997	Mindy Hess Metro C Help Desk	Network Cindy Romrell	Password Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453012	Laonna Davis Metro C Help Desk	PC/Laptop Torrens Arnold	Performance Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453013	Laonna Davis Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453038	Laonna Davis Metro C Help Desk	None Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453056	Katharine Ramirez Metro C Help Desk	Application Cindy Romrell	Password Public Safety	Content Manager Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453078	Gene Busby Capitol Desktop Support	None Tom Hanson	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000453087	Laonna Davis Metro C Help Desk	None Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453096	Robert Mckinney Metro C West Desktop Support	Application Bill Hall	Reporting Public Safety	FATPOT Low	TIR Missed: No TTR Missed: No	0.00 0.90
INC000000453104	Mercadez Barrett Metro C West Desktop Support	Application Bill Hall	Reporting Public Safety	FATPOT Low	TIR Missed: No TTR Missed: No	0.00 1.23
INC000000453108	Bill Bleyl Network Operations	None Brian Chatwin	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453114	Peggy Bowden Rural North Desktop Support	None Ryan Casey	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000453125	Eric Prescott Metro C West Desktop Support	Application Bill Hall	Reporting Public Safety	FATPOT Low	TIR Missed: No TTR Missed: No	0.00 0.61

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INC000000453257	Emily Smith	Application	None	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453482	Tara Zamora	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453486	Della Estrada	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453495	Todd Kreitzer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453513	Diane Norton	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453526	Laurie Hytry	Application	Password	Content Manager		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453531	Kim Unsworth	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453541	Stephanie Page	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453576	Marge Dalton	Application	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453579	Linda Petty	PC/Laptop	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453638	Stephanie Page	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453664	William Weaver	Application	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.78
INC000000453672	Barry Carnahan	Server	Performance	Utah Criminal Justice Informatio		TIR Missed: No	0.51
Capitol Hosting	Mike Tyrrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.51
INC000000453715	Lesa Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000453756	Korey Wright	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro C West Desktop Support	Bill Hall	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.44
INC000000453800	Brett Christensen	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.55
Metro C West Desktop Support	Bill Hall	Public Safety	Public Safety	Low	Closed	TTR Missed: No	1.27
INC000000453809	Rhonda Hartman	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000453956	Zack Todd	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.58
INC000000454020	Pat Bersie	Application	None	Adobe Acrobat		TIR Missed: No	0.08
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.77
INC000000454021	Barry Carnahan	Server	Performance	Utah Criminal Justice Informatio		TIR Missed: No	0.09
	Capitol Hosting	Mike Tyrrell	Public Safety	Medium	Closed	TTR Missed: No	0.10
INC000000454054	Rocio Huizar	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000454065	Judy Watanabe	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.08
INC000000454077	Kim Passey	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454102	Sean Obrien	Server	None	None		TIR Missed: No	0.09
	Capitol Hosting	Mike Tyrrell	Public Safety	Low	Closed	TTR Missed: No	0.09
INC000000454128	Kim Passey	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454153	Sean Obrien	Network	None	None		TIR Missed: No	0.15
	Capitol Hosting	Mike Tyrrell	Public Safety	Low	Closed	TTR Missed: No	0.15
INC000000454165	Steve Myer	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.71
INC000000454225	Sean Obrien	Server	Error	None		TIR Missed: No	0.05
	Metro C Hosting	Scott Gabbert	Public Safety	Low	Closed	TTR Missed: No	0.48
INC000000454318	Sean Obrien	None	None	None		TIR Missed: No	0.40
	Capitol Hosting	Conn Peterson	Public Safety	High	Closed	TTR Missed: No	0.40
INC000000454362	Carlynn Canny	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454379	Catherine Huhtala	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454435	Sally Lundgreen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454457	Beverly Edmundson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.87
INC000000454541	Todd Royce	None	None	None		TIR Missed: No	0.00
	Network Operations	J. L. Flack	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000454557	Kim Passey	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454571	Todd Royce	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.81
INC000000454581	Roger Griffis	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.91
INC000000454594	Oliver Moore	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454666	Thomas Simpson	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.23
INC000000454672	Nora Ostler	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454683	Kurt Nielsen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454686	Rachael Webb	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.07
INC000000454845	Emily Smith	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454901	Todd Royce	None	None	None		TIR Missed: No	0.00
	Network Operations	J. L. Flack	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454917	Tiffany Dickamore	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000454951	Alex Lepley	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.74
INC000000454956	Sean Obrien	Application	None	None		TIR Missed: No	0.19
	Capitol Hosting	Mike Tyrrell	Public Safety	High	Closed	TTR Missed: No	0.19
INC000000454964	Bill Bleyl	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000455004	Todd Royce	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000455046	Nadine Taylor	Telecom	Voice Mail	Telephone		TIR Missed: No	0.06
	Voice Operations	Romanza Hamblin	Public Safety	Low	Closed	TTR Missed: No	0.58
INC000000455083	John Jacobs	Application	Password	Action Request System		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000455088	Bill Bleyl	None	None	None		TIR Missed: No	0.00
	Network Operations	Brian Chatwin	Public Safety	Low	Closed	TTR Missed: No	0.00